

**IT Professional Technical Services
Master Contract**

**Statement of Work (SOW)
For Technology Services
Issued By**

**Minnesota Department of Employment and Economic Development - Business and Information
Technology**

**Project Title: State Services for the Blind (SSB) 21st Century Media Application and Servers
Maintenance and Development Contract**

Service Category: Server – Application (Design & Development);

Project Overview

The SSB 21st Century Media Application and Servers provide software for the creation, recording, manipulation, processing, conversion, duplication, storage and shipping and downloading of DAISY digital talking books and digitally recorded programs for the Radio Talking Book Network. It also provides functionality to interconnect to the SSB CCSS application and copy content to prescribed media upon request. This project will provide support, maintenance and to the extent hours permit, enhancements to the existing SSB 21st Century server application.

Business Need

- The SSB 21st Century Media Application and Servers are older, niche technologies that need specialized skills for continued, consistent, and reliable support. Our goal is to:
 - Ensure that the application software and hardware can be kept operational until a replacement solution can be provided.
 - Ensure that the application has good documentation so it can be supported in its current state.
 - Ensure that requested software maintenance and limited enhancements can be performed on the application as business needs require.

Project Deliverables

Professional resources from a selected contractor of 1,150 hours of service that will:

- Support and maintain the existing software, database, and server environment. This includes:
 - Correcting “bugs” in the application that are reported by the user community. Develop, test and implement the resolution to the user’s satisfaction. Document all changes and provide current source code and documentation. The application environment consists of software programs written in Delphi 6.0, 3rd party audio software, and hardware used to record, store and process digitized audio files.
 - Providing a highly skilled Delphi 6.0 developer who is familiar with a broad array of 3rd party audio software utilized by the Delphi 6.0 application, to support, maintain and make enhancements to this application.
 - Emergency incident support for the application software, servers and hardware used to record, store and process audio files. Initial response to a problem report should be within 4 hours of reporting the incident with resolution or workarounds in place within 24 hours of reporting the incident.
 - Other incident support for the application software, servers and hardware used to record, store and process audio files. Initial response to a problem report should be within 72 hours of reporting the incident with resolution or workarounds in place within 5 days of reporting the incident.
 - Maintaining and upgrading the 21st Century Media Application server environment, including hardware, operating systems, database and other software (including 3rd party software) needed to run the system. This includes responsibility for patches and for upgrading the Windows operating system and SQL Server database software if requested by the Business Information Technology Unit of DEED. The current 21st Century Media server environment includes:
 - Windows 2003 Servers
 - Windows 2008 Server

- SQL Server 2005
- Windows XP work stations
- Virtual infrastructure with VMware
- Maintenance of hardware and software server configuration documentation
- Maintenance & updating of previously completed documentation of the 21st Century Media application and its 7 Delphi modules. The documentation includes the functional purposes of the programs, Delphi Source code and 3rd party tools used by the application as well as the interface to the SSB CCSS application. It also includes maintenance of the high level architecture of the components that make up the application and describes their functionality and how they interface.
- Make limited enhancements to the 21st Century Media Application as approved by State Services for the Blind.

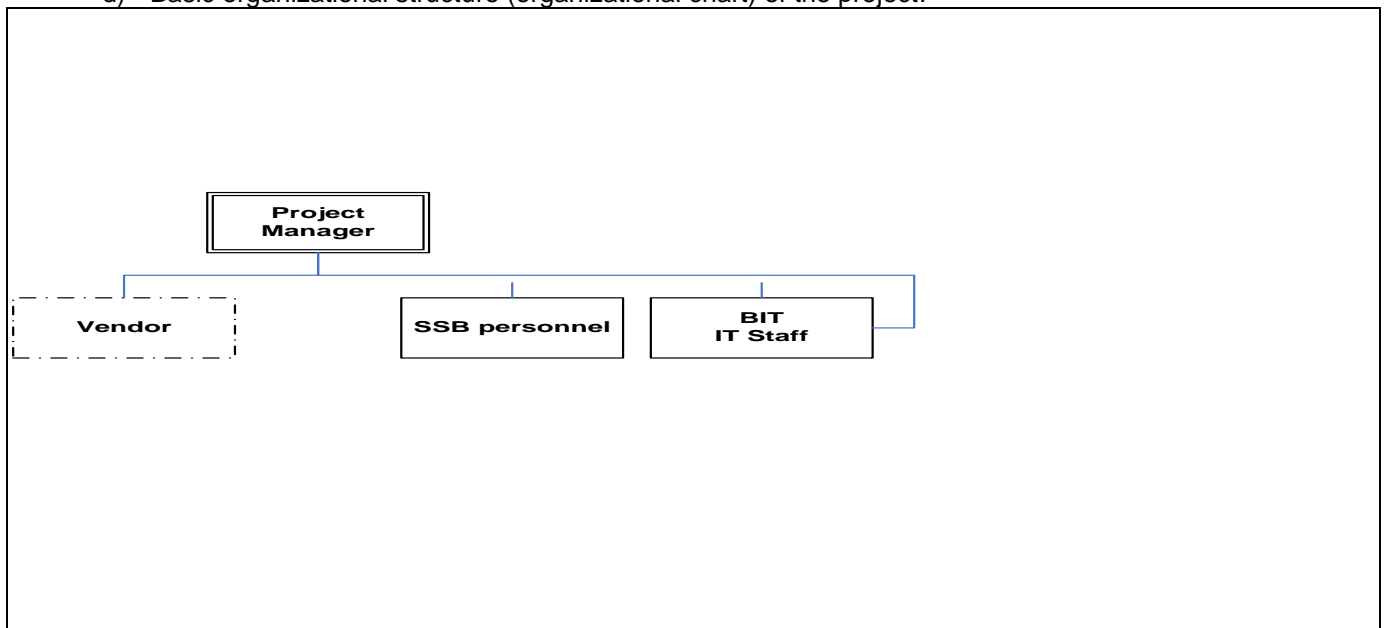
The intent of this contract is that SSB will determine how hours of the contract will be spent on maintenance and support versus enhancements.

Project Milestones and Schedule

- Project Start Date – April 18, 2011
- Key deliverable dates
 - Initiate – April 18, 2011
 - End Date – March 31, 2012 (with a potential option to extend a second and 3rd year)

Project Environment (State Resources)

- Staff descriptions:
 - a) Number of people on the project - 7
 - b) DEED Business Information Technology (BIT) Project Manager Name – Dan Quillin
 - c) DEED State Services for the Blind (SSB) Audio Services Supervisor– Annette Toews
 - d) Basic organizational structure (organizational chart) of the project:



Agency Project Requirements

Agency implementation requirements:

- A portion of the work must be performed on-site at the Minnesota State Services for the Blind offices.
- Vendor must be able to make bug fixes in a timely manner.
- Ongoing hardware/software, maintenance and warranty needs will be covered under existing licensing agreements if applicable.
- Compliance with the Statewide Enterprise Architecture.
- Compliance with Statewide Project Management Methodology.
- Compliance with applicable industry/agency standards.
- Compliance with contractual nondisclosure requirements.

Responsibilities Expected of the Selected Vendor

- Vendor will provide appropriate staffing for the project with a high level of expertise.
- Project Documentation is required.
- Project management will be the responsibility of SSB with augmentation by BITs Project Management Office when appropriate.
- Vendor will provide training/ knowledge transfer.
- Vendor will provide testing and meet SSB acceptance criteria.
- Vendor will provide a work plan with estimated cost for any enhancements that are requested.
- Vendor will develop a proposed Project Work Plan.

Required Skills

Required minimum qualifications:

- Experience developing software for the creation, management, and distribution of audio content – at least 1 year experience
- Delphi 6.0 programming experience - at least 3 years of extensive experience.
- Multimedia Tools from SwiftSoft.- at least 1 year experience
- Familiarity with DAISY (Digital Accessible Information System) talking book standards- at least 1 year experience
- Microsoft SQL Server(2005& 2008) – at least 3 years' experience.
- Windows Server Administration (Windows 2003, Active Directory,Clustering)–at least 2 years'experience.
- Experience in Server Virtualization, specifically with VMware in a server environment- at least 2 years' experience.
- Experience working with VMware Workstation – at least 1 year experience
- Excellent written, verbal, and customer service skills.
- Technical documentation experience.- at least 2 years' experience

Desired Skills

- Familiarity in writing and coding screen reader compliant software.
- TreeView Component experience.
- Knowledge of and experience with Rimage CD/DVD Duplication robotics and Network Publisher & System Manager Programs and Programming API.
- Familiarity with GExperts IDE add-in for Delphi.
- Knowledge of and experience with DFS (Delphi Free Stuff) component pack.
- Knowledge of and experience with Rocket Division Software Starburn SDK (Professional Edition).
- Knowledge of and experience with Developer's Express VCL Component.
- Knowledge of and experience with TMS Component Pack (TMSSoftware)
- Knowledge of and experience with ZLPortIO
- Familiarity with RxLib Components and functions for Delphi.
- Knowledge of and experience with Indy 10 Internet Component Pack (SourceForge).
- Knowledge of and experience with TurboPowerTurboTools (SourceForge) – ShellShock, Orpheus, XML Partner, SysTools, Essentials 1.
- Knowledge of and experience with Lame MP3 DLL & SDK.
- Knowledge of and experience with InfoPower 3000 (Woll2Woll Software).
- Knowledge of and experience with MSpeech Text-To-Speech Tools (also SpeechLib_TLB).
- Knowledge of and experience with NewAC Audio Tools.

Process Schedule

- | | |
|--|-------------------------------------|
| • Post SOW on OET Web Site | 03/23/2011, 4:30 p.m. Approximately |
| • Deadline for Questions | 03/29/2011, 4:30 p.m. |
| • Response to Questions | 04/1/2011, 4:30 p.m. Approximately |
| • Proposals due | 04/5/2011, 4:30p.m. |
| • Anticipated proposal evaluation begins | 04/6/2011, 9:00 a.m. |
| • Anticipated proposal evaluation & decision | 04/8/2011, 4:00 p.m. |
| • Write and Execute Work Order | 04/15/2011, 4:00 p.m. |
| • Contractor begins work | 04/18/2011, 8:00 a.m. |

SOW Evaluation Process

- Candidates must meet the criteria specified in the “Required Skills” section of this document to be considered for this contract.
- The scoring methodology will be based on assessment of knowledge and experience (as specified in the “Required Skills,” “Desired Skills” sections) and the cost of the deliverables.
- Proposals received will be evaluated by SSB and the BIT PMO office by using an appropriate Proposal Evaluation Form.
- One or more of the vendors may be interviewed and a final selection will be made based on the Evaluation Form scoring and interviews.
- Describe categories and scoring methodology/criteria:
 - Experience and Required/Desired skills (60%)
 - Cost (40%)

Response Requirements

- Introduction
- Company overview
 - a) Company history, growth
 - b) Current financial data if publicly available
- Project Overview
- Detailed response to “Business/Project Requirements”
 - a) Description of the vendor’s understanding of the need and explanation of their proposed solution.
 - b) Explain how the vendor will meet the requirements.
 - c) Describe the staff resources and expertise the vendor proposes to utilize to:
 - i) Correct bugs as specified in the Project deliverables.
 - ii) Meet the Delphi 6.0 experience requirement.
 - iii) Meet the experience requirement with DAISY 2.0 and 3.0 talking book standards.
 - iv) Meet the experience requirement of working with multimedia and audio files.
 - v) Meet the Required & Desired skill sets for 3rd party tools listed under Required and Desired skills.
 - vi) Maintain & support Media Servers running Windows 2003 & 2008 Server Edition, SQL Server 2005 & VM Ware Virtual Infrastructure.
 - vii) Meet specified time incident response times.
 - viii) Describe or provide examples of excellent written, verbal, and customer service skills you have provided customers
 - ix) Upgrade software and hardware of the Media Server(s) without disrupting the SSB 21 Century Media Application during normal business hours. (Agency will purchase any needed software.)
 - x) Procedure for making requested enhancements without disrupting SSB 21 Century Media Application during normal business hours.
- Detailed response to “Project Approach”
 - a) Explain how the vendor will approach their participation in the project. This includes:
 - 1) Organization and staffing (including staff qualifications, resumes, etc.)
 - 2) Work-plan approach
 - 3) Project management (e.g. quality management, risk assessment/management, etc.)
 - 4) Documentation of progress such as status reports.
 - b) Provide resumes for proposed staff
 - c) Describe any experience your company and/or proposed staff have in working with recording, storing, editing and copying audio files and similar software in business situations similar to the work described in this SOW.
 - d) Explain how you will keep documentation current.

- Provide cost estimate for the specific deliverables.
- References: Provide two clients.
- Conflict of interest statement as it relates to this project.
- Required forms to be returned or additional provisions that must be included in proposal:
 - a) Affirmative Action Certificate of Compliance (if over \$100,000)
<http://www.mmd.admin.state.mn.us/doc/affaction.doc>
 - b) Affidavit of non-collusion <http://www.mmd.admin.state.mn.us/doc/noncollusion.doc>
 - c) Immigration Status Certification (if over \$50,000)
<http://www.mmd.admin.state.mn.us/doc/immstatcert.doc>
 - d) Location of Service Disclosure
<http://www.mmd.admin.state.mn.us/Doc/ForeignOutsourcingDisclosureCertification.doc>
 - e) Certification Regarding Lobbying
http://www.state.mn.us/mn/externalDocs/OET/Certification_Regarding_Lobbying_031105022721_Certification%20re%20Lobbying.doc
 - f) Veteran-Owned/Service Disabled Veteran-Owned Preference Form
<http://www.mmd.admin.state.mn.us/doc/vetpref.doc>

Proposal Submission Instructions

The following schedule has been established for the project:

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|--|-------------------------------------|
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All proposals can be submitted by email to:

Name: Dan Quillin

Department: Department of Employment and Economic Development, Business & Information Technology

Email Address: Dan.Quillin@state.mn.us

Questions:

Any questions regarding this Statement of Work should be submitted via email by 4:30 p.m. on 03/29/2011 to:

Name: Michael Fong

Department: Department of Employment and Economic Development, Business & Information Technology

Telephone Number: 651-259-7017

Email Address: Michael.Fong@state.mn.us

Questions and answers will be posted on the Office of Enterprise Technology website by approximately 4:30 p.m. on 04/1/2011 (http://www.oet.state.mn.us/mastercontract/statements/mcp902ts_active.html).

General Requirements

Proposal Contents

By submission of a proposal, Responder warrants that the information provided is true, correct and reliable for purposes of evaluation for potential award of this work order. The submission of inaccurate or misleading information may be grounds for disqualification from the award as well as subject the responder to suspension or debarment proceedings as well as other remedies available by law.

Indemnity/Liability

In the performance of this contract by Contractor, or Contractor's agents or employees, the contractor must indemnify, save, and hold harmless the State, its agents, and employees, from any claims or causes of action, including attorney's fees incurred by the state, to the extent caused by Contractor's:

- 1) Intentional, willful, or negligent acts or omissions; or
- 2) Actions that give rise to strict liability; or
- 3) Breach of contract or warranty.

The indemnification obligations of this section do not apply in the event the claim or cause of action is the result of the State's sole negligence. This clause will not be construed to bar any legal remedies the Contractor may have for the State's failure to fulfill its obligation under this contract.

Disposition of Responses

All materials submitted in response to this SOW will become property of the State and will become public record in accordance with Minnesota Statutes, section 13.591, after the evaluation process is completed. Pursuant to the statute, completion of the evaluation process occurs when the government entity has completed negotiating the contract with the selected vendor. If the Responder submits information in response to this SOW that it believes to be trade secret materials, as defined by the Minnesota Government Data Practices Act, Minn. Stat. § 13.37, the Responder must: clearly mark all trade secret materials in its response at the time the response is submitted, include a statement with its response justifying the trade secret designation for each item, and defend any action seeking release of the materials it believes to be trade secret, and indemnify and hold harmless the State, its agents and employees, from any judgments or damages awarded against the State in favor of the party requesting the materials, and any and all costs connected with that defense. This indemnification survives the State's award of a contract. In submitting a response to this RFP, the Responder agrees that this indemnification survives as long as the trade secret materials are in possession of the State.

The State will not consider the prices submitted by the Responder to be proprietary or trade secret materials.

Conflicts of Interest

Responder must provide a list of all entities with which it has relationships that create, or appear to create, a conflict of interest with the work that is contemplated in this request for proposals. The list should indicate the name of the entity, the relationship, and a discussion of the conflict.

The responder warrants that, to the best of its knowledge and belief, and except as otherwise disclosed, there are no relevant facts or circumstances which could give rise to organizational conflicts of interest. An organizational conflict of interest exists when, because of existing or planned activities or because of relationships with other persons, a vendor is unable or potentially unable to render impartial assistance or advice to the State, or the vendor's objectivity in performing the contract work is or might be otherwise impaired, or the vendor has an unfair competitive advantage. The responder agrees that, if after award, an organizational conflict of interest is discovered, an immediate and full disclosure in writing must be made to the Assistant Director of the Department of Administration's Materials Management Division ("MMD") which must include a description of the action which the contractor has taken or proposes to take to avoid or mitigate such conflicts. If an organization conflict of interest is determined to exist, the State may, at its discretion, cancel the contract. In the event the responder was aware of an organizational conflict of interest prior to the award of the contract and did not disclose the conflict to MMD, the State may terminate the contract for default. The provisions of this clause must be included in all subcontracts for work to be performed similar to the service provided by the prime contractor, and the terms "contract," "contractor," and "contracting officer" modified appropriately to preserve the State's rights.

IT Accessibility Standards

Responses to this solicitation must comply with the Minnesota IT Accessibility Standards effective September 1, 2010, which entails, in part, the Web Content Accessibility Guidelines (WCAG) 2.0 (Level AA) and Section 508 Subparts A-D which can be viewed at:

http://www.mmd.admin.state.mn.us/pdf/accessibility_standard.pdf

Preference to Targeted Group and Economically Disadvantaged Business and Individuals

In accordance with Minnesota Rules, part 1230.1810, subpart B and Minnesota Rules, part 1230.1830, certified Targeted Group Businesses and individuals submitting proposals as prime contractors shall receive the equivalent of a six percent preference in the evaluation of their proposal, and certified Economically Disadvantaged Businesses and individuals submitting proposals as prime contractors shall receive the equivalent of a six percent preference in the evaluation of their proposal. For information regarding certification, contact the Materials Management Helpline at 651.296.2600, or you may reach the Helpline by email at

mmd.help.line@state.mn.us. For TTY/TDD communications, contact the Helpline through the Minnesota Relay Services at 1.800.627.3529.

Veteran-owned/Service Disabled Veteran-Owned Preference

In accordance with Minnesota Statute §16C.16, subd. 6a, veteran-owned businesses with their principal place of business in Minnesota and verified as eligible by the United States Department of Veterans Affairs' Center for Veteran Enterprises (CVE Verified) will receive up to a 6 percent preference in the evaluation of its proposal.

Eligible veteran-owned small businesses include CVE verified small businesses that are majority-owned and operated by either recently separated veterans, veterans with service-connected disabilities, and any other veteran-owned small businesses (pursuant to Minnesota Statute §16C.16, subd. 6a).

Information regarding CVE verification may be found at <http://www.vetbiz.gov>.

Eligible veteran-owned small businesses should complete and **sign** the **Veteran-Owned Preference Form** in this solicitation. Only eligible, CVE verified, veteran-owned small businesses that provide the required documentation, per the form, will be given the preference.

Foreign Outsourcing of Work Prohibited

All services under this contract shall be performed within the borders of the United States. All storage and processing of information shall be performed within the borders of the United States. This provision also applies to work performed by subcontractors at all tiers.

Statement of Work does not obligate the state to award a work order or complete the assignment, and the state reserves the right to cancel the solicitation if it is considered to be in its best interest. The Agency reserves the right to reject any and all proposals.